

# *DFAS Strategic Plan Update*



Lee Krushinski

ASMC PDI

May 30, 2001

# *DFAS Balanced Scorecard*

## **Vision**

As our customers' innovative financial advisor, we shall be a world-class provider of finance and accounting services, providing the best value to our customers. We shall be an employer of choice.

## **Strategy**

### **-- Customers**

Be the trusted agent and best value for our customers in providing innovative solutions and in our delivery of products and services.

### **-- Quality**

Focus our workforce on building quality into all our products and services.

### **-- Systems & Processes**

Deliver the right business solutions on time and within budget.

### **-- People**

Transition the Agency to a team-based, multi-skilled workforce

## **Customer Perspective**

- Meet or exceed customer expectations
- Improve customer satisfaction
- Improve customer billing methodology

## **Financial Perspective**

- Reduce cost to the customer
- Expand the use of competitive sourcing

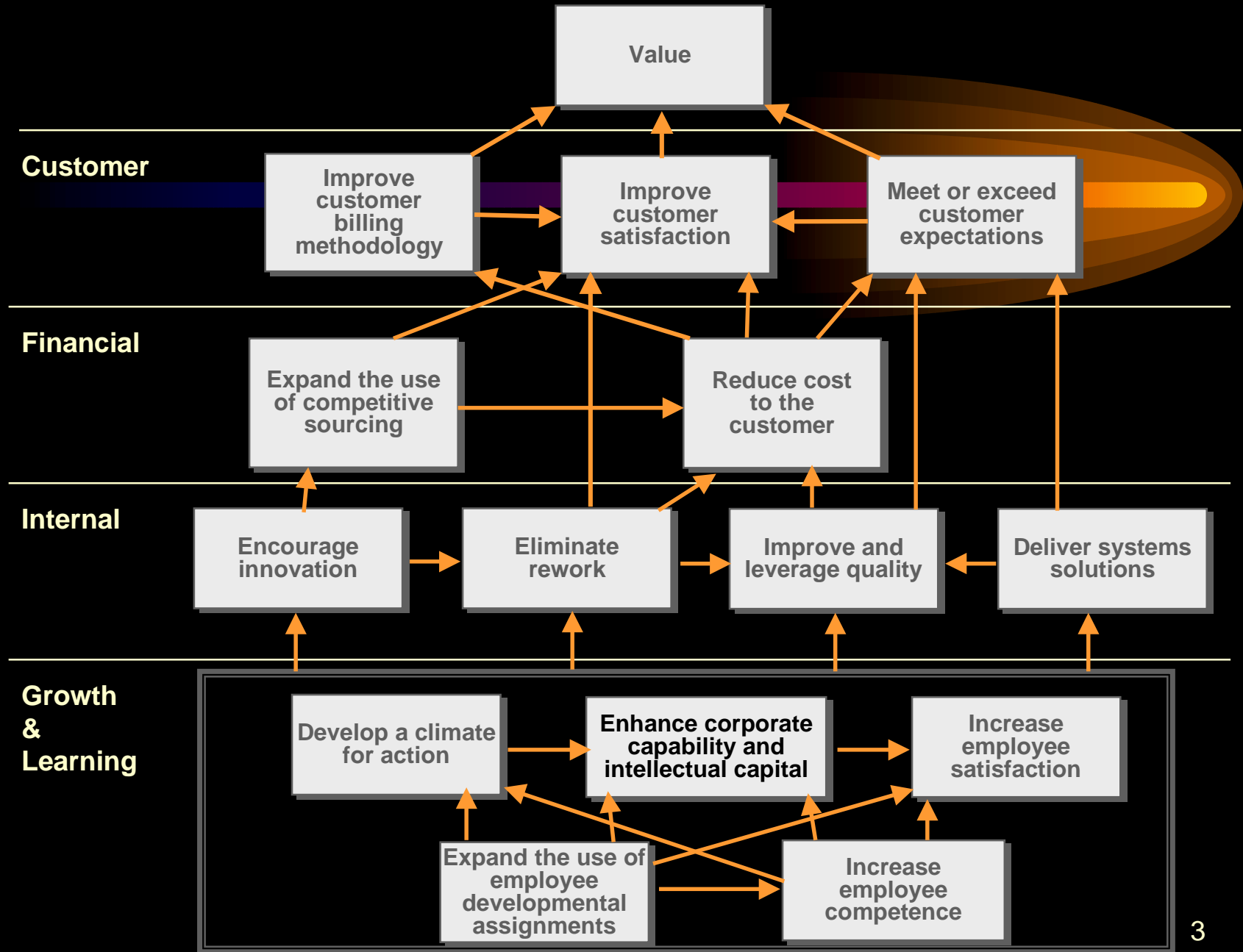
## **Internal Perspective**

- Encourage innovation
- Improve and leverage quality
- Deliver system solutions
- Eliminate rework

## **Growth and Learning Perspective**

- Increase employee competence
- Increase employee satisfaction
- Enhance corporate capability and intellectual capital
- Develop a climate for action
- Expand the use of employee development assignments

# DFAS Corporate Balanced Scorecard Map



# *Status of DFAS Balanced Scorecard*



- Scorecard is complete and final
- Measures and targets are finalized
- Business Line scorecards are complete
- Rollout pilots are complete
- Full rollout of scorecards underway
- Need to finalize methods for data collection
- Need to review Corporate initiatives

## *BSC Rollout Schedule*

- All employees briefed on the Strategic Plan
- Rollout pilot projects completed
- DFAS-wide rollout began on 21 May 2001
  - Cascade to product line/field site levels
- Complete rollouts by July 31, 2001
  - Use pilot projects as templates
  - Provide training as required
  - Targets and data collection methods in place

## *Rollout Tips*



- Involve the workforce
- Challenge measures and targets
- Ensure scorecard items link to Business Line scorecards
- Lower level scorecards may be “personalized”
- Don’t expect perfection on initial rollout
- Link initiatives to objectives and measures

## *Other Strategic Planning Items*



- Ultimate goal is to have performance plans and standards tie into strategic plan objectives
- Strategy must be reevaluated annually
- Changes in strategy will drive changes in the scorecard
- Flexibility will keep us strategy focused